

# Administrative Office of the Courts

Supreme Court of New Mexico

Arthur W. Pepin, Director

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Magistrate Court Mediation Program



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## **MAGISTRATE COURT MEDIATION PROGRAM**

### **Regional Coordinator**

### **Request for Letters of Interest**

The Administrative Office of the Courts (AOC) invites letters from all alternative dispute resolution (ADR) professionals (Offerors) interested in providing program management services in accordance with the specifications contained in this *Request for Letters of Interest*. The purpose of this *Request* is to establish a contract for a Magistrate Court Mediation Program Regional Coordinator to provide professional and high quality mediation program management services. The Regional Coordinator will be responsible for managing mediators in the central region including the following courts:

- The Valencia County Magistrate Court in Belen
- The Valencia County Magistrate Court in Los Lunas
- The Sandoval County Magistrate Court in Bernalillo

As a resource for Magistrate Courts, the Magistrate Court Mediation Programs are designed to ensure a confidential and impartial process for parties to mediate civil court cases (i.e. "small claims court") with a monetary limit of \$10,000. Regional coordinators work with judges, court personnel, litigants, and volunteer mediators. The central region includes a pool of 20 - 25 volunteer mediators.

Magistrate Court Mediation Program Regional Coordinator for the Central Region works directly with the Magistrate Court Mediation Program Manager and the Statewide ADR Coordinator.

### **Letters of Interest**

Letters of interest should contain all information requested. The AOC will accept letters of interest submitted pursuant to this Request until June 10, 2016 at 5:00 PM. Submissions received after this time will not be considered. A list of qualifications and specific duties is included in this Request.

**Any questions about this Request should be addressed to:**

Shannon Driscoll, Statewide Program Manager  
Magistrate Court Mediation Program  
Administrative Office of the Courts  
327 Don Gaspar, Rm 25  
Santa Fe, NM 87501  
Phone: (505) 470-0175  
Fax: 505-827-4824 (Please include a cover page.)  
Email: [aocmsd@nmcourts.gov](mailto:aocmsd@nmcourts.gov)

**Offerors shall e-mail or fax the letter of interest to:**

Shannon Driscoll, Statewide Program Manager  
Magistrate Court Mediation Program  
SEE CONTACT INFORMATION ABOVE

**Minimum Qualifications**

- A minimum of 32 hours of basic mediation training.
- Experience mediating community, court, and/or organizational disputes.
- Experience coaching and mentoring mediators.
- Experience providing training and adult education.
- Demonstrated competence and professionalism to fulfill the responsibilities described below.
- A resume may be attached.

**Scope of Work**

- Mentor and evaluate mediators in person, by video conference, and by telephone.
- Assist the Magistrate Division to design and implement mediator training and continuing education.
- Conduct mediator observations and co-mediations to monitor and evaluate mediator performance.
- Devise improvement plans for specific skills and mediator needs and monitor mediators' performance regarding individual improvement plans.
- Support Program Manager in recruiting volunteer mediators.
- Prepare and debrief mediators pre- and post-mediation sessions when required.
- Provide workshops, exercises, roundtable discussions and presentations to mediators.
- Create and/or review schedules and assign mediators to cases to ensure appropriate pairing with co-mediators and case type.
- Collect, keep and report program statistics and other necessary paperwork to the AOC as requested.
- Participate in Magistrate Mediation Program planning meetings and assist with the drafting and review of program forms and policy.
- Regularly travel to each of the three courts in the central region to fulfill the above duties. Travel outside of this region may be required on occasion.

**Contractor Requirements**

- Attend a two-hour program orientation in July 2016.
- Possess a valid New Mexico Driver's License and reliable means of transportation.
- Complete necessary paperwork in accordance with local court and AOC protocols and Magistrate Court Mediation Program Guidelines.
- Submit invoices in a timely way as per Program Guidelines.
- Comply with and ensure compliance with the New Mexico Mediation Association Code of Ethical Conduct and the Model Standards of Conduct for Mediators prepared by the American Arbitration Association (AAA), American Bar Association (ABA), the Association for Conflict Resolution (ACR), and New Mexico Statute and Court Rules.

**Compensation**

Contract amount for professional services for Fiscal Year 2017 (July 1, 2016 to June 30, 2017) shall be as follows:

- Compensation shall not exceed \$25,000.00 inclusive of gross receipts tax and travel and incidental costs.

**Magistrate Court Mediation Program  
Letter of Interest for Regional Coordinator**

**Please e-mail or fax your letter of interest to:**

Shannon Driscoll, Statewide Program Manager  
Magistrate Court Mediation Program  
Administrative Office of the Courts  
327 Don Gaspar, Rm 25  
Santa Fe, NM 87501  
FAX: 505-827-4824 (please include a cover page)  
e-mail: [aocmsd@nmcourts.gov](mailto:aocmsd@nmcourts.gov)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone(s): \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

**PLEASE ANSWER EVERY QUESTION**

1. Describe your educational background and specific mediation training. You may attach a resume.
2. Describe your experience as it relates to community mediation and court-annexed mediation.
3. Summarize how your mediation experience and skills make you an effective mediator.
4. Summarize how your experience and skills make you an effective trainer/mentor.
5. Describe your approach to mediation.
6. Describe your experience with program management, including but not limited to working with volunteers, judges, and court personnel; evaluating mediators; and collecting and reporting program statistics.
7. Include a statement regarding your availability and willingness to travel to the cities of Belen, Los Lunas, and Bernalillo.
8. References: Please include contact information for two professional references who have worked with you in the field of conflict resolution.